

When Training Isn't the Answer: Electronic Performance Support Systems for Critical Information Assurance Audiences

*Jan Whiteley
National Reconnaissance Office*

Abstract: To enable Information Assurance (IA) professionals to perform their jobs, many organizations capture the knowledge of seasoned staff and share it throughout the enterprise via an Electronic Performance Support System.

When National Reconnaissance Office Information Assurance Education Program staff members needed to provide guidance to new Information System Security Officers (ISSOs) as quickly and inexpensively as possible, they designed, populated, tested, and hosted an online repository of forms, policies, best practices, checklists, tutorials, and other reference documents.

In this session, the author will share the story of the ISSO Resource Kit – including the interactions with Subject Matter Experts, Web designers and Security Policy professionals that generated the grassroots buy-in and senior stakeholder support necessary to ensure a successful product launch.

The session will focus on both lessons learned and the ways in which other organizations might build on this work to create Resource Kits for their own critical IA populations.